



**THE CHARTERED  
ACCOUNTANT  
STUDENTS' SOCIETY  
OF LONDON**

## **HOW TO LISTEN – GET WHAT YOU WANT!**

**Etc Venues, Bonhill House, 1-3 Bonhill Street, London EC2**

**Thursday 1 March 2012, 18:00 for 18:30 to 20:30, followed by a networking buffet**

**Price: Free to ACA trainees (but places must be booked in advance)**

**How effectively do you listen? We mean... really listen.**

Take your listening and empathy skills to a new level in this engaging session with a former Scotland Yard hostage negotiator. Through simple, practical exercises, as a participant you'll develop new ways to circumvent the most common barriers to effective listening, giving you a genuine edge, both as a leader and communicator.

**In this seminar you will:**

- Develop communication strategies based on the other person's view of the world
- Spot the unintended insights into how other people are thinking
- Perfect non-verbal communication techniques to help you get the results you need, every time

### **Richard Mullender**

Former Lead Trainer at the National Crisis and Hostage Negotiation Unit at Scotland Yard, Richard brings a lifetime's experience tackling communication challenges at the sharp end.

A specialist in helping people to build rapport, gain trust and exert influence, Richard's expertise is in demand from clients and organisations from all over the world, whether it's the United Nations, the FBI, Oracle, the Tate Gallery or the Indian Secret Service. His techniques and insights can be applied right away to a vast range of real-life situations – whether you're negotiating with the Taliban, networking at a business event or trying to convince a child to eat their greens...!

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I would like to attend the How to Listen seminar on Thursday 1 March 2012.

One booking form per person (photocopies accepted)

Name \_\_\_\_\_ Position \_\_\_\_\_

Organisation \_\_\_\_\_

Address \_\_\_\_\_ Postcode \_\_\_\_\_

Telephone \_\_\_\_\_ Email \_\_\_\_\_

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